

# CAPtions

Fall 2003

News Bulletin of the Computer/Electronic Accommodations Program  
Office of the Assistant Secretary of Defense (Health Affairs)

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## CAP's New Fully Accessible CD-Rom

CAP has produced a fully accessible, multi-media, self-running, interactive CD-ROM! The CD-ROM is an informational training tool that will replace the existing brochure and serve as an overview presentation when a live presentation is not possible. To order a copy of the CD-ROM please contact CAP at: [CAP@tma.osd.mil](mailto:CAP@tma.osd.mil).

## National Disability Mentoring Day

The Department of Defense (DoD) hosted its National Disability Employment Awareness Month on October 15, 2003 in the Pentagon's Hall of Heroes. The theme was "America Works Best When All Americans Work". The event was presented by Charles S. Abell, Principal Deputy Under Secretary of Defense for Force Personnel and Readiness and Mr. John Kemp, an attorney and expert on disabilities, served as keynote speaker.

Mr. Kemp talked about what it's like to live with disabilities and to address what he calls the "disability culture" – that is, those barriers that hinder independence for those with disabilities.

"Disability culture can exist and does exist," he said. "It is not simply the experience of oppression. We don't walk around or ride around on our scooters and say, 'I am so burdened by life.' What burdens us are barriers and thoughtlessness."



John Kemp, a lawyer and expert on disability issues, was the guest speaker during the Pentagon's observance on National Disability Mentoring Day.

The event celebrated the second year of the DoD E-Mentoring program, an initiative that provides mentoring opportunities for DoD personnel to assist college students with disabilities seeking permanent employment. To participate in the E-Mentoring initiative, students must be recruited under the Workforce Recruitment Program (WRP), a program that provides summer Federal internships for college students with disabilities. For more information on the E-Mentoring program, please contact Judy Gilliom at [judy.gilliom@osd.mil](mailto:judy.gilliom@osd.mil).



Computer/Electronic  
Accommodations  
Program



## CAP's New Customer Service Representative

Anilia Arneus now serves as CAP's Customer Service Representative. In an effort to provide top-quality customer service for Federal employees with disabilities, CAP added this position to the team. She is available to help if you have any questions regarding the status of your request, or need assistance with any vendor issues. Additionally, she is available to gather comments and suggestions on how to improve CAP. Anilia can be reached at [CAP@tma.osd.mil](mailto:CAP@tma.osd.mil) or [anilia.arneus@tma.osd.mil](mailto:anilia.arneus@tma.osd.mil) or (703) 998-0800 ext 32 (V) or (703) 681-0881 (TTY).

## FY03 WRP Accomplishments

In FY03, the Workforce Recruitment Program (WRP), a Federal internship program for college students with disabilities, hired 329 interns working for the Department of Defense and other Federal agencies. In May, the CAP Technology Evaluation Center (CAPTEC) hosted a demonstration event for managers and supervisors for WRP students to learn more about the latest assistive technology. In July, tours of the U.S. Capitol and the Pentagon were arranged for the students.

WRP is coordinated by the Office of Disability Employment Policy of the Department of Labor and

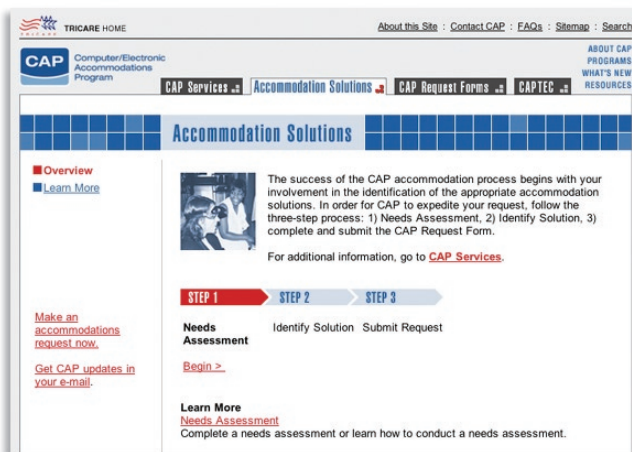
the Department of Defense (DoD). CAP provides reasonable accommodations to assist with the students' job duties and responsibilities. The program trains Federal employees to interview and recruit students with disabilities from 200 colleges and universities throughout the country. After being hired, the students begin their three-month internship with the hiring agency and gain working experience in several fields, such as accounting, engineering, human resources and information technology. If you are interested in more information on the WRP program, please visit [www.dol.gov/odep/programs/workforc.htm](http://www.dol.gov/odep/programs/workforc.htm) or contact Paul Meyer at [meyer-paul@dol.gov](mailto:meyer-paul@dol.gov).

## New CAP Web Accommodation Process

You may have noticed the CAP home page has a new look!!! We have updated the site to make it easier to use. Additionally, CAP has enhanced the online accommodations tool. The new three step

process allows users to conduct a customized needs assessment and make an accommodation request easier. The process enables Federal employees with disabilities or those interested in learning more about accommodations to engage in the CAP accommodation process to determine the appropriate accommodation solution anywhere in the world. The three steps include:

- Step One: The **needs assessment** reviews required job duties and individual functional capabilities
- Step Two: Highlights **accommodation solutions** based on individual responses to the needs assessments
- Step Three: **Request submission** allows the employee to submit an online request to the CAP office for assistive technology and/or related services.



## CAP Hosts Second Symposium



Pictured left to right: Jennifer Meltz and Jeffrey Dallos, Department of the Interior, Dinah Cohen, CAP Director, Christine Louton, Department of the Interior, JoAnn Way, Department of Air Force, William Haig, Environmental Protection Agency, Paul Singleton, CAP Program Analyst and Eric Spanbauer, Defense Logistics Agency.

The Computer/Electronic Accommodations Program (CAP) hosted its second training symposium, **CAP Symposium: Real Solutions for Real Needs**, on November 13, 2003 at the Loews L'Enfant Plaza Hotel in Washington, DC. This event provided an opportunity for Department of Defense Disability Program Managers and points of

contact from several Federal partner agencies, to come together for a day of information sharing. The symposium allowed participants to learn more about the e-CAP Accommodation Process and CAP initiatives, as well as participate in discussion groups focusing on agency internal procedures, marketing the CAP partnerships, and vendor training.

The symposium also included a luncheon award ceremony to recognize the commitment of four Federal agencies in accommodating their employees with disabilities and their support of several CAP initiatives, such as the Workforce Recruitment Program, the Healthy Work Practices Program, Telework, Workers' Compensation and Federal Information Centers. The winners for fiscal year 2003 were:

- **Department of Air Force**
- **Defense Logistics Agency**
- **Department of the Interior**
- **Environmental Protection Agency**

The symposium closed with an overview of the fiscal year 2004 goals and the introduction of the new fully accessible CAP CD-Rom.

## Video Relay Services - New Communication Technology for the Deaf and Hard of Hearing

With the Federal government continuing to move forward in the information technology age, the Internet has provided a new communication technique for employees who are deaf and hard of hearing. The Video Relay Services (VRS), provides interpreting services through the Internet and a web camera. The new, state-of-the art video equipment, allows the deaf or hard of hearing to communicate through the camera by using sign language. Federal employees who are deaf or hard of hearing can communicate with their coworkers through the Relay service operator who interprets spoken information and converts it into sign language. CAP

provides web cameras at no cost to users who need access to the VRS. For more information on this new product, please contact Paul Singleton, Deaf and Hard of Hearing Team Leader at [paul.singleton@tma.osd.mil](mailto:paul.singleton@tma.osd.mil) or visit the CAP website at [www.tricare.osd.mil/cap](http://www.tricare.osd.mil/cap).



A man is signing to the interpreter through the Internet.

## 2003 Interagency Disability Educational Awareness Showcase (IDEAS)



CAP participated in the **IDEAS 2003: Breakthroughs in Access** Conference at the new Washington Convention Center on November 5-6, 2003. The conference focused on the latest updates on Section 508 policies and technical solutions for the Federal workforce. Workshops on e-Learning solutions, procurement and market research, web accessibility and demonstrations

of assistive technology were provided throughout the conference. The CAP booth displayed the new accessible CAP CD-ROM showcasing the integration of audio description and closed-captioning features in a multimedia product for viewers who are Blind, or deaf or hard-of-hearing. For more information on this Section 508 conference, please visit [www.section508.gov](http://www.section508.gov).

## Calendar of Events

Dec 9, 2003 *	Department of Defense (DoD) Forum/Awards Ceremony, Bethesda, MD <a href="http://www.dla.mil/do/NDEAM/2003/DACindex.html">http://www.dla.mil/do/NDEAM/2003/DACindex.html</a> , (703) 697-7851 (V)
Dec 10-12, 2003 *	Perspectives on Employment of Persons with Disabilities, Bethesda, MD <a href="http://grad.usda.gov/Conferences/Perspectives2003/DisabilitiesInfo.cfm">grad.usda.gov/Conferences/Perspectives2003/DisabilitiesInfo.cfm</a> , (202) 314-4713 (V/TTY)
Jan 14-17, 2004 *	Assistive Technology Industry Association (ATIA), 2004 Conference and Exhibition, Lake Buena, FL <a href="http://www.atia.org/conf_2004.html">www.atia.org/conf_2004.html</a> , (877) 687-2842 (V)
Jan 26-29, 2004 *	2004 TRICARE Conference, Washington, DC <a href="http://www.tricare.osd.mil/conferences/2004/default.cfm">http://www.tricare.osd.mil/conferences/2004/default.cfm</a>
Feb 22-26, 2004 *	2004 HIMSS Conference, Orlando, FL <a href="http://www.tricare.osd.mil/conferences/himss2004/">http://www.tricare.osd.mil/conferences/himss2004/</a> , (312) 915-9251 (V)
Mar 15-20, 2004 *	CSUN's 19th Annual Conference, "Technology and Persons with Disabilities", Los Angeles, CA <a href="http://www.csun.edu/cod/conf/index.htm">http://www.csun.edu/cod/conf/index.htm</a> , (818) 677-2578 (V)
Mar 17-20, 2004	Learning Disabilities Association of America 41st Annual International Conference, Atlanta, GA <a href="http://www.ldanatl.org/New.html">http://www.ldanatl.org/New.html</a>
Apr 19-22, 2004	Software Technology Conference 2004, Salt Lake City, UT <a href="http://www.stc-online.org/main2.cfm?bhje=true">http://www.stc-online.org/main2.cfm?bhje=true</a> , (435) 797-0423 (V)

\* Visit CAP at these events

